

## TRAVEL GLOCAL – RETAILER TERMS & CONDITIONS (T&C)

These Terms and Conditions govern all bookings made by B2B Retailers (“Retailer”) through the Travel Glocal platform (“Platform”). By accessing or using the Platform, the Retailer unconditionally agrees to these T&Cs.

### 1. General Booking Obligations

#### • Agency Status & Limited Role

Travel Glocal acts **solely as an intermediary** facilitating bookings between the Retailer and Third-Party Suppliers (Airlines, GDS, consolidators).

Travel Glocal **does not own, operate, control, or guarantee** any travel service.

Travel Glocal shall not be responsible for:

- Airline decisions, delays, cancellations, or operational failures
- Fare changes, seat availability, schedule changes
- Any representations made by the Retailer to end customers

#### • Supplier Terms Binding

All bookings are strictly governed by the **Airline’s Fare Rules, Terms of Carriage, GDS rules**, and applicable regulations.

Retailer is solely responsible for communicating these to the end customer.

#### • Accuracy of Passenger Information

The Retailer is solely liable for ensuring all passenger details (names, DOB, ID details, contact info) are **complete, accurate, and match government ID**.

Travel Glocal shall have **no liability** for losses due to incorrect or mismatched information.

#### • Pricing & Availability

All fares shown are **subject to change** until ticket issuance.

Airlines may revise fares, withdraw seats, or modify taxes anytime.

Travel Glocal shall not be liable for:

- Increase in fares
- Loss of seats
- Changes arising during the booking or payment process

### 2. Financial & Payment Terms



#### PAYWORLD DIGITAL SERVICES PRIVATE LIMITED

CIN No. U74999HR2004PTC102278

Registered Office: GF - 14, Ground Floor Block B, Vatika Atrium, Golf Course Road, Sector 53, Gurugram - 122002, Haryana, India

Phone: 0124 4590555 | E-mail: [contact@payworldindia.com](mailto:contact@payworldindia.com) | Web: [www.payworldindia.com](http://www.payworldindia.com)

- **Wallet Usage & Balance Maintenance**

All bookings must be paid using the Retailer's Wallet balance.

Travel Glocal shall not be liable for failed bookings due to **insufficient wallet balance**.

- **Markup Control & Liability**

Retailer may add markup at its discretion.

Travel Glocal bears **no responsibility** for markup disputes, refunds, chargebacks, or customer claims arising from the Retailer's pricing decisions.

- **Fraud, Abuse & Misuse**

Travel Glocal reserves the right to, **without prior notice**:

- Cancel speculative, abusive, fraudulent, or suspicious bookings
- Suspend or terminate the Retailer's account
- Forfeit wallet funds or incentives linked to such activities

Travel Glocal's determination shall be **final and binding**.

### **3. Liability & Force Majeure**

- **Strict Limitation of Liability**

Travel Glocal's maximum liability for any claim, error, or consequence arising from use of the Platform shall be strictly limited to the **service fee charged by Travel Glocal for that specific booking**.

Travel Glocal shall **not** be liable for:

- Airline errors, schedule changes, operational failure
- GDS or API outages
- Force majeure events
- Indirect, incidental, consequential, business, punitive, or reputational losses
- Loss of profit, goodwill, or data

- **Situations Beyond Travel Glocal's Control**

Travel Glocal is not liable for disruptions due to:

Natural disasters, pandemics, war, civil unrest, government orders, strikes, cyber incidents, airline insolvency, or any event outside its control.

In such cases, Travel Glocal's responsibility is limited to **passing on whatever refund or credit is received from the supplier**, without obligation to compensate from its own funds.



## FLIGHT CANCELLATION & REFUND POLICY

### 1. Cancellation Process

- **Portal Mandatory Route**

All cancellations must be initiated through the Travel Glocal portal.

Requests through phone, email, or messaging will **not** be processed until submitted via the portal.

- **Cancellation Charges**

The refund will be processed after deduction of:

1. **Airline Penalty** – as per the Airline’s Fare Rules (binding and non-negotiable)
2. **Travel Glocal Service Fee** – system-generated non-refundable fee per passenger/sector
3. **Non-Refundable Components** – convenience fees, payment gateway charges, markups, or other charges defined as non-refundable at the time of booking

Travel Glocal’s fee deductions are **final** and cannot be disputed by the Retailer or customer.

### 2. Refund Processing Timeline (3–7 Business Days Standard)

Refunds will be credited to the **original wallet/payment mode used** by the Retailer.

Refunds will **not** be transferred directly to any personal bank account of the Retailer or their customer.

#### Refund Scenarios

Scenario	Timeline	Notes
Instant Refund	Instant	Automatic system reversal (e.g., booking failure).
Standard Refund	3–7 business days	After Travel Glocal receives confirmation from the Airline/GDS.
Delayed Airline/Supplier	by 7+ business days	Delay solely due to Airline’s internal processing. Travel Glocal will share the Airline Reference/ARN for tracking.

For **partial cancellations**, refunds will be credited **only to the Retailer’s Wallet**, not to external accounts.

### 3. Refund Disclaimers

- **No-Show Tickets**

No-shows are **non-refundable**, except for airline-approved airport taxes.

Travel Glocal cannot influence airline decisions on no-show refunds.



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#### • Refund Amount

Refund is strictly limited to:

(Ticket Price) – (Airline Penalty) – (Travel Global Fees) – (Non-refundable charges)

No additional goodwill or discretionary refunds will be issued by Travel Global.

#### • Airline/Supplier Insolvency

In cases of airline bankruptcy or operational shutdown:

- Travel Global shall refund **only the amount actually received** from the airline or administrator.
- If the airline does not release funds, **Travel Global has zero financial liability.**
- Retailer shall not initiate claims, disputes, chargebacks, or legal action against Travel Global for such events.

#### Right to Withhold Refunds

Travel Global may withhold refunds if the Retailer has:

- Outstanding dues
- Suspicious booking patterns
- Chargebacks or disputes under review

#### Indemnity from Retailer

Retailer indemnifies Travel Global for:

- Misuse of the portal
- Chargebacks due to Retailer/customer disputes
- Incorrect passenger data
- Speculative/fraudulent bookings
- Legal notices arising from misrepresentations to customers

#### Right to Modify T&Cs

Travel Global may revise terms, fees, service charges, and policies at any time without prior notice.

Continued use of the platform = deemed acceptance.



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